

Products...FEA...PRM...Introduction

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1. Introduction

The FEA Performance Reference Model (PRM) provides a common classification scheme (or taxonomy) for associating similar business performance measures across all Federal Agencies and Departments. The PRM allows a performance analyst to identify which business performance metric, at a particular agency, corresponds to a certain performance metric at another agency.

The foundation of this model is the PRM performance classification scheme, established by OMB, which is an extension of the FEA Business Reference Model (BRM) Business Function Classification Scheme. This classification scheme provides a commonality between the independently developed architectures developed within in each Federal Agency.

In order to implement the FEA-PRM, each Federal Agency must align its internal business performance metrics with the FEA-PRM taxonomy. This alignment then permits the PRM taxonomy to form a common denominator between disparate systems of metrics across Agencies.

VA's business performance metrics originate in the Secretaries Strategic Plan and in subordinate VA Administration Strategic Plans. OEAM has implemented the FEA-PRM by mapping VA's performance metrics to the VA Business Lines and Functions that they impact, as well as by aligning VA's performance metrics to the FEA-PRM performance reference taxonomy.

Additionally:

- VA's PRM implementation identifies each business function, that is associated with a performance metric, with the business process that implements the business function; and
- In the event that the business function and business process associated with a performance metric are also associated with an IT portfolio project, then VA's FEA-PRM model will identify the related IT project and present its project characteristics.

This approach provides a "Line-Of-Sight"

1. From the Identification of the Performance Metric;
2. Through the associated VA business Function;
3. Through the implementing business process; and;
4. To the related IT portfolio project.

A necessary consequence of VA's PRM implementation (when applied at other Agencies and Departments) is that an IT portfolio project in one agency can be associated with (and analyzed against) an IT portfolio project in another agency, based upon the commonality of the performance objectives that they implement.

1.1. Performance Measures

The VA's Performance Measures show desired operational outcomes that are identified in the VA Strategic Plan, VA Information Technology Strategic Plan, and the Performance and Accountability Report (PAR). The performance measure data includes a short name, a longer description, a priority, an indicator if the measure is part of the Performance Scorecard in the PAR, and a classification of the measurement type. For example, a high priority performance measure is the Number Days Process Compensation Claim that is defined as the average number of days to process a compensation claim. The complete listing of all of VA's Performance Measures is attached.

Reference(s):

- VA_Performance_Measures.xls

1.2. Performance Measurement Tools

The VA's tools to measure performance show the computer information systems used to store the source data for the performance measures and the tools that perform the statistical computations to generate the actual performance outcomes. The tools were selected from the business systems inventory (BSI). The data includes the identifier from the BSI, system name, system description, and the name of the facility where the tool is installed. For example, the Master Veteran Record contains a logical record dynamically created from a collection of interconnected databases that contain data of interest across multiple VA components and provides critical data elements from VBA regarding current eligibility information. The Master Veteran Record is installed at the AAC Data Processing Center Facility and has the BSI id of 3500.

Reference(s):

- VA_Performance_Tools.xls

1.3. Performance Measurement Processes

The VA's processes to measure performance show the activities performed to define performance measures and track/report the actual performance outcomes. The performance measure processes are documented in the VA Strategic Plan, the Performance and Accountability Report (PAR), and the VA Information Technology (IT) Strategic Plan:

- VA Strategic Plan explains the VA Strategic Management Framework that shows the relationship between strategic planning, implementation planning, implementing plans, and monitoring performance and identifying areas for improvement.
- The PAR explains the leadership and governance for performance monitoring including the

tasks performed by the Strategic Management Council and the monthly performance reviews. The PAR also documents how performance is measured using a five-tiered framework.

- The VA IT Strategic Plan explains the framework for how performance measures are created, as a tiered framework, traced from the VA Secretaries priorities, in the VA Strategic Plan, to the Chief Information Officer's Information Technology goals to performance measures.

Reference(s):

- VA_Strategic_Plan_Excerpt_Performance_Measure_Processes.pdf
- PAR_Excerpt_Performance_Measure_Processes.pdf
- VA_IT_Strategic_Plan_Excerpt_Performance_Measure_Processes.pdf

1.4. Performance Scorecard

The VA's Performance Score Card, from the VA Performance and Accountability Report, shows the 23 high priority performance measures. The scorecard data includes the performance measure description, mapping to the VA Strategic goal, prior year measures (target and result), current year measure (target, result, whether the target was achieved, and whether the current year result improved from the prior year), and the measurement type. For example, the performance measure of the National Accuracy rate for compensation core rating work maps to the VA Strategic Goal 1(Restore and Improved Quality of Life for Disabled Veterans); the prior year measures had a target of 87% and a result of 88%; and the current year measures had a target of 89% and a result of 88%.

Reference(s):

- PAR_Excerpt_Performance_Scorecard.pdf

1.5. Current Year Performance

VA's Performance Accountability Report shows, in the current year, how well VA performed in meeting its performance measure targets. The PAR provides results by the key performance measures (Number = 23, score card) and all measures (Number = 130). VA achieved the target for 45 percent of its key measures and 48 percent of all measures.

Part I - Performance Overview



Performance Results: Key vs. All Measures: The chart below shows how well VA performed in meeting its performance targets. As shown, VA achieved the target for 45 percent of its key measures and 48 percent of all measures. In addition, for key measures, nine percent of the targets were not achieved, but performance improved from 2006. Further details on performance by goal and objective are provided on the following pages.

